



**IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For November 2005**

Service Level Agreement

Target Performance

Current Performance

Help Desk

Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	58%	
Helpdesk Call Abandonment Rate	Less then 2% Abandoned	14%	
Level 1 Resolution Rate	75% Of All Calls Resolved By Level 1	47.64%	
Helpdesk Staffing Level	100% Staffing By Schedule	100%	
Random User Sampling Survey	95% Of Satisfied Customers	96.84%	

Server Administration

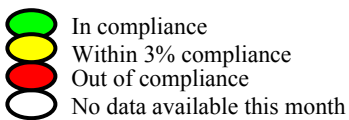
General Server Availability	24x7 Availability (99.9 %)	98.63%	
Exchange Server Availability	24x7 Availability (99.9 %)	99.6%	
Citrix Server Availability	24x7 Availability (99.9 %)	99.69%	
Web Server Availability	24x7 Availability (99.9%)	99.99%	
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	

Network Administration

WAN Availability (Core Distribution)	24x7 Availability (99.9%)	99.99%	
Router Availability (FSSA/INDOT Remote)	24x7 Availability (99.9%)	99.81%	
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	
Staffing	According To Schedule (99%)	100%	

System Management

New Network Account Requests	Creation Within 2 Business Days (99%)	89.48%	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	70.26%	
Network Rights Change Requests	Change Within 8 Business Hours (99%)	70.59%	
Emergency Disable Requests	Disabled Within 2 Business Hours (99%)		





**IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For November 2005**

Service Level Agreement

Target Performance

Current Performance

Deployments

Remote Server Installation	5 Business Days after Delivery (98%)	
Local Server Installation	1 Business Day after Delivery (98%)	
Remote Workstation Installation	5 Business Days after Delivery (98%)	
Local Workstation Installation	1 Business Day after Delivery (98%)	75% 
Remote Perhipheral / Software Installation	3 Business Days after Delivery (98%)	
Local Perhipheral / Software Installation	1 Business Day after Delivery (98%)	

